

How to Use the Comptroller Services Portal to Submit a Ticket

1. Visit the CPTS Website:

- Go to the CPTS website at [CSP \(af.mil\)](https://csp.af.mil).
- Log in using your Common Access Card (CAC).
-

2. Create Your User Profile:

- Look for the “My Profile” or “User Profile” section, usually located in the top-right corner of the dashboard.
- Fill in your personal information, including your name, rank, DOD ID number, unit, and contact details.
-

3. Save Your Profile:

- After entering your information, save your profile.
-

4. Submit an Inquiry:

- Click on “Create Inquiry.”
- Choose the type of ticket you need: Military Pay, Travel Pay, or Accounting.

5. Provide Required Details:

- Subject: Briefly describe your request (e.g., “Missing Travel Reimbursement”).
- Description: Explain the issue in detail, including relevant dates, amounts, and any supporting documents.
- Attachments: Upload necessary files such as receipts, travel orders, or leave and earnings statements (LES).
-

6. Review and Submit:

- Double-check your information.
- Click “Submit.”

7. Follow Up on Your Ticket:

- Regularly log in to check your ticket’s status.
- Updates, including responses from support staff, will be posted there.

Remember to respond promptly if additional information is requested.

How to Update Dependency Status with Finance and Military Personnel Flight (MPF)

When updating your dependency status in the military, especially when it involves adding or removing dependents such as a spouse or child due to marriage, birth, death, or changes in custody, it's crucial to coordinate with both Finance and the Military Personnel Flight (MPF).

Step 1: Update information with MPF first as you will need the updated 1172-2 to give to Finance.

Step 2: Gather the Required Documents

For different situations, the required documents may vary. Here's what you'll need depending on your scenario:

1. ****Marriage Certificate** (if adding a spouse)**
2. ****Birth Certificate** (for each child being claimed)**
3. ****Death Certificate** (if removing a dependent due to death)**
4. ****Divorce Decree** (if removing a spouse due to divorce)**
5. ****Child Custody Court Order** (if claiming children due to custody changes)**
6. ****Form DD 594**** - To update dependency status for every situation
7. ****Form DD 1172-2**** - Application for Uniformed Services Identification Card/DEERS Enrollment (used to update dependent information in DEERS provided by MPF)
8. ****No longer mil-mil**** - DD214/ Separation orders

Step 3: Submit Documents to Finance via:

- Walk in (Bldg. 2906)
- Appointment (via <https://app.qtrac.com/scheduler-execution?c-id=c304074b-c71a-475f-a7e6-6b313697969a&s-id=afe7bab8-8542-44e8-b312-af5b12cd71c2&type=AB&b-id=50227337-1eb6-4da7-b61f-9ac9194d2fde>)
- CSP: [CSP \(af.mil\)](https://af.mil)

Step 4: Verify Changes at MPF and Finance

How to Respond to a Debt Notification from the Finance Office

When you receive a debt notification from the finance office. You need to respond to this notification within 30 days. After which debt collection will begin at 15 % of your disposable pay.

Step 1: Review the Debt Notification

Step 2: Respond Within 30 Days

Step 3: Select how you would like to make payment, seek more information about the debt via cp by creating a ticket.

Paying debt

1. Complete the voluntary repayment agreement form via the Debt Notification Email
2. Fill out the form - Personal Information, debt owed and payment date, repayment method, sign and date.
3. Submit form via CSP.
4. Monitor Your Repayment and review LES.

Not Responding to the Debt Notification may result in:

1. Automatic Deduction
 - If you do not respond within 30 days, the finance office will automatically collect the debt at a rate of 15% of your disposable pay.

How to In-process into Base Finance

Inprocessing with the base finance office is a critical step when you arrive at a new duty station. Properly completing this process ensures that your pay and entitlements are correctly set up, especially for reimbursements and any changes to your status that occurred during your move. Below is a step-by-step guide to help you prepare for inprocessing with the finance office.

1. Schedule your In-processing briefing Appointment.

- Use the official sign-up link for the base finance inprocessing appointment.

(<https://app.qtrac.com/scheduler-execution?c-id=c304074b-c71a-475f-a7e6-6b313697969a&s-id=afe7bab8-8542-44e8-b312-af5b12cd71c2&type=AB&b-id=50227337-1eb6-4da7-b61f-9ac9194d2fde>)

2. Prepare the Required Documents

- Full copy of orders and amendments
- Receipts for expenses over \$75
- Marriage certificate if married enroute.

3. Arrive promptly and check-In with the Finance Office

4. Monitor Your LES.

5. Contact Finance if Needed

**** For GSU members please in-process via CSP and attach orders****

How to Prepare for Separation or Retirement from the Military

Separating or retiring from the military is a significant process that requires careful planning and attention to detail. Completing the necessary briefings, obtaining the correct orders, and securing your terminal and permissive leave are key steps. This guide outlines the process to ensure a smooth transition.

1. Attend the Separation/Retirement Briefing.
 - Schedule the Briefing via CSP and attach separation/retirement orders.

2. Complete the Briefing documents
 - If you have not yet received your separation or retirement orders, you can still attend the briefing. However, all further processing will be on hold until those orders are received.

- 3: Process Your Leave (Terminal and Permissive)
 - Request Terminal Leave.
 - Request Permissive Leave (if applicable) (e.g., house hunting, job searching). Submit this request along with your terminal leave request, **separately**.

4. Approval from Leadership
 - Both terminal and permissive leave requests must be approved by your leadership. The finance office will authorize the leave once leadership approval is obtained and the necessary orders are on file.

5. Final Leave Authorization.
 - After approval, the finance office will document your terminal and permissive leave, ensuring it is reflected in your final out-processing and pay records.

6. Final pay will be processed within 5-10 days after your Separation or Retirement.

7. If you are leaving the area to another location, you need to complete the DD form 1351-2 for getting reimbursed for this travel. Submit this along side orders and

1172-2 if you have dependents that travelled with you to our org box:
87CPTSFinance @us.af.mil.

DTS Vouchers and Routing Questions

Understanding the proper procedures and knowing whom to contact can help prevent delays and issues with your travel vouchers. This guide highlights the key steps to follow when managing your DTS vouchers, including the importance of knowing your squadron's Organizational Defense Travel Administrator (ODTA) and filing your voucher promptly.

1. Identify Your ODTA.

- Your squadron's Organizational Defense Travel Administrator (ODTA) is your first point of contact for any DTS-related questions, including issues with vouchers and routing. Ensure you know who this person is and how to reach them.

2. Escalate if Necessary.

- ODTA should contact Finance, they may advise you on the next steps, including whether to seek additional assistance from the finance office.

- If you have followed the steps above, worked with your ODTA, and still have unresolved issues, you may need to schedule a visit to the finance office for further assistance.

2. File your travel voucher within 3 Days.

- After returning from TDY or deployment and before going on leave/ R&R, it is critical to file your DTS travel voucher within 3 days of arriving back at your base. Filing promptly helps prevent any potential overpayments and ensures timely reimbursement.

4. Prepare for Your Visit.

- Bring all relevant documentation, including copies of your DTS voucher, receipts, and any communication with your ODTA. This will help the finance staff quickly understand and address your concerns.

Welcome message

Welcome to the 87th CPTS Finance site at JBMDL, NJ! Our mission is to deliver exceptional financial support to all service members and their families to make your experience at the joint base as seamless as possible. Whether you're new to the base or need assistance, you'll find essential information and resources here to help guide you every step of the way. Explore our links and documents to get started!

Resources

Tickets: Comptroller Service Portal (CSP) ([CSP \(af.mil\)](#))

Appointments:

- Finance In-processing: (<https://app.qtrac.com/scheduler-execution?c-id=c304074b-c71a-475f-a7e6-6b313697969a&s-id=afe7bab8-8542-44e8-b312-af5b12cd71c2&type=AB&b-id=50227337-1eb6-4da7-b61f-9ac9194d2fde>)

- Separation/Retirement Briefing via CSP: [CSP \(af.mil\)](#)

DTS: [Defense Travel System (DTS)] (<https://www.defensetravel.osd.mil/>)

Defense Travel Management Office (DTMO)] (<https://www.defensetravel.dod.mil/>)

Basic Allowance for Housing (BAH) (<https://www.defensetravel.dod.mil/site/bah.cfm>)

BAH Rates Lookup [Basic Housing Allowance | BAH Rate Lookup | Defense Travel Management Office \(dod.mil\)](#)

Conus cola rates - [Cost of Living Allowance (COLA) Rates]
(<https://www.defensetravel.dod.mil/site/conusColaCalc.cfm>)

Thrift Savings Plan (TSP)] (<https://www.tsp.gov/>)

Regulations

- DoD Financial Management Regulation (FMR) Volume 7A]
(https://comptroller.defense.gov/Portals/45/documents/fmr/Volume_07a.pdf)

- AFMAN 65-116] (https://static.e-publishing.af.mil/production/1/saf_fm/publication/afman65-116v1/afman65-116v1.pdf)

- Joint Travel Regulations (JTR)] (<https://www.defensetravel.dod.mil/site/travelreg.cfm>)

- Per Diem Look-Up Rates] (<https://www.defensetravel.dod.mil/site/perdiemCalc.cfm>)

- Defense Finance and Accounting Service (DFAS)] (<https://www.dfas.mil/>)

Mission Statement:

-To deliver timely and accurate financial services, ensuring that all service members are supported in their financial needs throughout their military careers.

-Delivering reliable financial services across the total force as we win as one.

-Supporting communities and their families as we win as One supporting the warfighters vision.

- Address

2906 Tuskegee Airman Ave, JBMDL NJ 08641.

- Phone Numbers:

- FMF Phone Number:609-754-3863

- Emails:

- FMA Email: 87ABW.Deployment._Orders@us.af.mil

- FMF Email: 87CPTSFinance@us.af.mil

